UO NEWS

Universal Orlando Resort™ Team Member Newsletter

September 18 - October 1, 2017

SELECT NIGHTS ▪ SEPT 15 – NOV 4

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

OUR COMMUNITY

Reminder: CommUnity Outreach Workplace Giving Campaign Underway

Universal Orlando Team Members have been making an impact in our community year after year, so don't miss your opportunity to take part in this year's campaign!

Already Participating? Your Pledge Does NOT Automatically Renew for the 2018 Campaign

If you are already donating through weekly payroll deductions, your pledge will NOT automatically renew this year and you will need to complete a new pledge.

How to Sign Up or Renew Your Pledge

- **Online** - Team Members may sign up online on myUO (accessible from any on-property computer, including Team Member Communication Station computers located at Team Member Services, Wardrobe, IOAsis, Break-Away Café, and Exchange Drive).
- **Complete a Printed Pledge Form** - Pledge forms are also available at Team Member Services in B-111, or for download on **UOTeam.com/workplacegiving.**

Did you Know?

Dollars pledged to the campaign will stay right here in Central Florida, assisting local organizations. You can choose to donate to one or several of the Universal Orlando Foundation Funds that speaks to you.

In addition to the knowledge that a pledge is helping to transform lives, to show appreciation for your actions, eligible Team Members may receive the following at certain giving levels.

Pledge:

$5 per week x 52 weeks or donate $260 as a lump sum donation to receive two (2) one-day, one-park passes to Universal's Volcano Bay™.

$10 per week x 52 weeks or donate $520 as a lump sum donation to receive one (1) Universal Orlando 2-Park Preferred Annual Pass.

$15 per week x 52 weeks or donate $780 as a lump sum donation to receive two (2) Universal Orlando 2-Park Power Annual Passes.

$20 per week x 52 weeks or donate $1,040 as a lump sum donation to receive two (2) Universal Orlando 2-Park Preferred Annual Passes.

All passes are provided by Universal Orlando and will be distributed to eligible participants via the Team Member Comp Pass System and will be available for redemption beginning December 15, 2017. As a reminder to those participating in the current campaign, annual passes not redeemed by December 10, 2017 will be voided.

SAY It! Winners
Cooperating Across Departments

An all-new way to SAY It! was launched in July to recognize Team Members for **"Cooperating Across Departments."** A special prize drawing was held in August during the TSAT Survey, and 20 Team Members were awarded a $150 gift card! Here are some **highlights** from the winning nominations, demonstrating how teams have been cooperating across departments:

To **Patty Slabaugh,** *Finance*

"Thank you for the amount of time and dedication that you spent on making sure Westgate SmartOrder was launched successfully at the remaining desks...I appreciate the efforts, the follow-ups, and the communication amongst you and my team! Couldn't have done it without your help!" - **Patrick Glassburn,** Marketing & Sales

To **Dave Gribbin,** *Technical Services*

"You came over and helped save the day at Ripsaw. My team and I are so thankful for your help. Thanks for continuing to be a great partner." - **Kristen Denson,** Attractions Operations

To **Alvin Solorzano,** *Information Technology*

"I would like to recognize Alvin for his excellent communication with our team in Revenue Accounting. He is always patient while working with us to research payment issues and calls to make sure he clearly understands our challenges and our (sometimes confusing) requests...Your time and efforts are appreciated." – **Sandra Porta,** Finance

To **Ana Merced,** *Legal*

"Thank you for being a true lifeline from a Legal perspective for the Marketing team. We always know we can depend on you to thoroughly review our presented issues and to leave no stone unturned through your diligent fact-finding. This really helps our business achieve its objectives. Thank you." – **Christian Fulton,** Marketing & Sales

To **Benny Perez,** *Finance*

"You were so awesome this morning helping me...It really means so much to have you around to assist with the complicated processes sometimes associated with sourcing and vendors." – **Angela Lefebvre,** Information Technology

Additional winners of the prize drawing included:

Susie Shinner	Jane Mackenzie	Tracy Mateer	Lejauvar Williams
Lazaro Gomez	Albert Evans	Gladys Aguila	Raul De Leon
Brendan McWilliams	Dawn Walker	Max Glorit	George Delgado
Ansonia Hixon	Maurice Sapp	Asif Khan	

Congratulations to all of our winners, and thank you to all of our Team Members who go out of their way each day to assist departments outside of their own. Your efforts are much appreciated, and greatly impact the cohesiveness and success of our company.

Do you have an example of teams cooperating across departments? Tell us about it!
Email **communications@universalorlando.com** to share your story.

Quarterly SAY It! Winners Announced
Congratulations to **Edith Williams** and **Sean Welch!**

UOTMS presented a $500 gift card to recent winners **Edith Williams** and **Sean Welch -** two more 2017 SAY It! winners. Edith, from Food & Beverage, and Sean, from Technical Services, were joined at the SAY It! presentation by their management teams. Please join Team Member Services in congratulating them both for going above and beyond and being chosen as this quarter's winners!

Edith Williams from Food & Beverage is accompanied by Chuck Maloney, Asst. Director (L) and Cathrina Wirick, Asst. General Manager (R).

Sean Welch from Technical Services shares the moment with William Aloupis, Supervisor, Scott Fraser, Asst. Manager and Jemmarie Ring, **Manager** (L to R)

Learn More About SAY It! at **UOTeam.com/recognition**

In the Spotlight

BILL DAVIS
PRESIDENT & COO
UNIVERSAL PARKS & RESORTS

Dear Fellow Team Members,

As we return to normal operations from the largest hurricane we have seen in decades, I most importantly hope you and your families are safe and sound. Please know we are thinking of those who may have suffered any damage to their homes and of those still without power. If you need any assistance feel free to reach out to your manager so we can identify how we can help.

I wanted to take a moment to thank you for your thorough and calm preparation. It was quite remarkable to see how Team Members across the resort leapt into action while bracing for Irma's arrival. Just as one example, for Friday night's Rock the Universe, teams worked within hours to transform Soundstage 19 as a new concert venue so that we could strike the outdoor Hollywood stage. If you had never been to Rock the Universe before, you would have thought that was the plan all along – the stage looked beautiful, the execution was flawless, and attendees had a fantastic time.

As Team Members returned to their homes on Saturday night to ride out the storm, designated Ride Out crew members stayed on property for the duration of the hurricane to monitor the storm's effects and respond to any damage. Thanks to their efforts, those of the recovery crew Team Members who came back to the resort to clean up the debris, and those who came in early, we were able to open CityWalk on Monday night on a limited basis for our on-site resort hotel guests – and open the rest of our resort on time on Tuesday.

These are just a few examples that illustrate our Team Members' dedication to teamwork. Our Team Members are always willing to lend a hand and to work together, to do what's right. I could not be more proud of that. We are in the business of providing extraordinary experiences for our guests and no matter where you work within our resort you helped ensure we are able to do just that.

Again, thank you for being an extraordinary team. You truly embody the Universal Orlando spirit!

All My Best,

Bill

Volcano Bay Blockout Period Lifted

We are excited to announce that the extended blockout period for Universal's Volcano Bay is now lifted **(effective Sunday, September 17).** The following are now valid:

Team Member comp passes (Quarterly 3-Park passes and Limited Blockout Passes)
UO ID badges • Special Guest IDs • Departmental blue cards

Team Member Comp Pass orders can be placed in the Team Member Comp Pass System using Quarterly 3-Park passes and Limited Blockout Passes for dates beginning Sunday, September 17*. Blockout dates for future peak periods are being evaluated and will be communicated in advance. Please note that blockout dates are subject to change. For more information and updated listings, visit **UOTeam.com/comppass** or call the Comp Pass Hotline at **407-224-6110**.

**Team Member Comp Passes are issued based on eligibility: see the Complimentary Attractions Pass policy available on myUO for details.*

NOW FOR A LIMITED TIME!

New Team Member Discounts to Caribbean Carnaval and the Wantilan Luau

Team Members now receive a **25% discount to Caribbean Carnaval** at Loews Sapphire Falls Resort™ and beginning in October, a **25% discount to Wantilan Luau** at Loews Royal Pacific Resort™! With epic island feasts and dazzling entertainment, these are two offers you will not want to miss.

To receive these discounts, just enter the promotional code **"REDCARPET"** during your purchase. Be sure to bring your UO ID, as you must present it upon check-in to the event.

Discounts are only applicable to adult tickets. Excludes holidays. Discounts apply for event nights in 2017 only.

Terminator 2®:3-D Will Run Its Last Show

On **Sunday, October 8**, Terminator 2*: 3-D at Universal Studios Florida will run its last shows to make way for an all-new live action experience based on a high-energy Universal franchise. It will open in 2019.

This is one of many exciting new experiences coming to Universal Orlando Resort as we continue our epic growth. Stay tuned – more details will be released soon.

Halloween Horror Nights™, the nation's premier Halloween event, puts you right into some of the most pulse-pounding moments in horror history. On select nights from September 15 through November 4 (dates subject to change), the streets of Universal Studios Florida™ come alive with hordes of horrifying mutants, monsters and maniacs. Nobody creates a more nightmarish Halloween event filled with truly original scares and authentic horror movie moments. You can explore terrifying haunted houses, make your way through multiple scare zones where creatures lurk around every turn, enjoy outrageous live shows, and experience many of the park's most exciting rides and attractions. The nation's premier Halloween event will feature:

UNIVERSAL ORLANDO™
HALLOWEEN HORROR NIGHTS™
SELECT NIGHTS • SEPT 15 – NOV 4

- Nine new immersive and bone-chilling haunted houses based on everything from iconic horror films and popular TV shows to disturbing original stories that will place guests in their own personal nightmare
- Five elaborately-themed scare zones where hundreds of menacing scareactors will stalk guests' every move
- Two captivating and entertaining live shows
- Access to Universal Studios Florida's most exhilarating rides and attractions

ADMISSION TO HALLOWEEN HORROR NIGHTS

HALLOWEEN HORROR NIGHTS FLEX TICKETS

Halloween Horror Nights Flex Tickets let guests decide when they'll dare to experience the most frightening Halloween event ever. Guests can come any one event night from Sunday through Friday or any one event night from Sunday through Saturday.

TICKET CARDS AT PUBLIX

Universal Orlando is once again offering single night Halloween Horror Nights ticket cards for sale at Publix Supermarkets throughout Florida. Guests who have purchased a ticket card at Publix may proceed straight to the turnstiles.

PROMOTIONS

Guests can save up to $50 on select nights with a UPC code from any can of Coca-Cola® products when purchased in advance.

RUSH OF FEAR™ & FREQUENT FEAR™ PRODUCTS

Guests can experience multiple nights of terror with our multi-night products.

RUSH OF FEAR PASS

Access to the first 10 nights of Halloween Horror Nights.
Sept. 15, 16, 17, 21, 22, 23, 24, 29, 30, Oct. 1

FREQUENT FEAR PASS

Up to 21 nights for less than the price of one. Return to Halloween Horror Nights as many times as you dare every Sunday thru Thursday event night — INCLUDING the first weekend and last Friday.
Sept. 15, 16, 17, 21, 24, Oct. 1, 4, 5, 8, 11, 12, 15, 18, 19, 22, 25, 26, 29, 30, 31, Nov. 3

FREQUENT FEAR PASS PLUS

Up to 28 nights of Halloween Horror Nights including every Sunday – Friday event night, plus the first and last Saturday.
Sept. 15, 16, 17, 21, 22, 24, 29, Oct. 1, 4, 5, 6, 8, 11, 12, 13, 15, 18, 19, 20, 22, 25, 26, 27, 29, 30, 31, Nov. 3, 4

ULTIMATE FREQUENT FEAR PASS

Access to ALL Halloween Horror Nights event nights.
Sept. 15, 16, 17, 21, 22, 23, 24, 29, 30, Oct. 1, 4, 5, 6, 7, 8, 11, 12, 13, 14, 15, 18, 19, 20, 21, 22, 25, 26, 27, 28, 29, 30, 31, Nov. 3, 4

11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

EVENT CALENDAR AND OPERATING HOURS

6:30pm-1:00am
Sept. 15, 16, 17, 21, 22, 23, 24, Oct. 4, 11, 18, 25, 30, 31, Nov. 3, 4

6:30pm-2:00am
Sept. 29, 30, Oct. 1, 5, 6, 7, 8, 12, 13, 14, 15, 19, 20, 21, 22, 26, 27, 28, 29

Dates and hours subject to change. Please refer to halloweenhorrornights.com for updates.

TEAM MEMBER SPECIALS

Team Member Discount Tickets

As always, Team Members can enjoy Halloween Horror Nights for free on any event night with their UO ID - but if you want to share the scares beyond your guest ticket this year, there are several options to help your friends and family enjoy a discount. You can save up to $56 when you attend Halloween Horror Nights during the first three weeks. Visit **UOTeam.com/savings** and check out the discount details under 'Featured Offers.'

How to Purchase Discounted Tickets

Team Members may purchase up to a total of 6 (six) discounted Halloween Horror Nights tickets during this year's event, including Frequent Fear products. Supplies may be limited. Team Member discounted tickets are only available for purchase at front gate ticket windows. Be sure to bring your valid UO ID.

Eligible Team Members Can Still Invite a Guest to One (1) of Six Remaining Event Nights!

For the first time ever, UO Team Members are able to bring a guest to a Halloween Horror Nights event night for free! Team Members have the option to convert one (1) of their quarterly comp passes to a Halloween Horror Nights ticket, valid on one (1) of the following remaining event nights:

Thursday, September 21
Sunday, September 24
Wednesday, October 4
Monday, October 30
Friday, November 3
Saturday, November 4

Visit **UOTeam.com/comppass** for detailed instructions on how to place orders. If you don't use the ticket, it goes back in your regular quarterly comp pass bank – and as always, Team Members will be able to purchase discounted tickets for up to six (6) guests over the course of the event.

Note: The Halloween Horror Nights Complimentary Guest Ticket offer is not available to third party, concessionaires, or Loews Hotel team members.

About Halloween Horror Nights General Admission

Halloween Horror Nights is a hard ticket event: guests must have purchased a ticket separate from park admission in order to gain entry. Team Member comp passes are not valid for this event.

Any Team Member who is found helping a non-Team Member gain access to Halloween Horror Nights without a proper ticket is subject to disciplinary action, up to and including immediate termination of employment. It's not worth the penalty, so don't risk it!

EXTRAS

HALLOWEEN HORROR NIGHTS EXPRESS™

Halloween Horror Nights Express allows guests shorter wait times at participating attractions and all houses. Valid for one (1) time use per haunted houses and accessible rides and attractions, per one (1) guest. Pricing varies by event night, and Express is subject to availability. Hotel room keys are not valid for Halloween Horror Nights Express access. Guests can also include Halloween Horror Nights Express access on their Rush of Fear, Frequent Fear, Frequent Fear Plus, or Ultimate Frequent Fear pass.

GET THE BLOOD-RED CARPET TREATMENT

For a truly unique, fright-filled and blood-red carpet Halloween Horror Nights experience, guests can take part in the R.I.P. Tour™ & Behind the Screams: Unmasking the Horror Tour™.

R.I.P. Tour guests get VIP entry to all haunted houses - guiding them through a realm of frightening creatures, terrifying maniacs and a multitude of horrors more ghastly than you can imagine.

And if that's not enough, the Behind the Screams: Unmasking the Horror Tour provides a daytime, lights-on, chilling look into how Universal Orlando's Art & Design team transforms the biggest names in horror into haunted houses.

To reserve your tour, check on tour availability or ask any questions, please contact the VIP Services Office, available 7 days a week, 9:00am to 7:00pm EST, and can be reached via phone (1-866-604-7556) or email (*vipexperience@universalorlando.com*).

SCAREACTOR DINING EXPERIENCE

Guests can fuel up for the fear with the Halloween Horror Nights Scareactor Dining Experience™ on every event night at Universal Studios' Classic Monsters Cafe™. They will enjoy an all-you-care-to-eat themed dinner buffet with a special menu and a digital download of one (1) photo taken during the dining experience. Plus, guests might run into some of this year's most popular scareactors.

The experience is available every single event night, except for October 13 (which is currently sold out). Reservations are required and tickets and reservations are date-and-time-specific. (Seating times: 5:00pm - 6:30pm). All dining experience product have limited availability.

The Scareactor Dining Experience is separately ticketed and is not included with Halloween Horror Nights admission. Guests can purchase the experience through Universal Parks & Resorts Vacations™, the Guest Contact Center, at the Destination Universal desks, at our Front Gate, by calling call 407-224-7840 or visiting halloweenhorrornights.com.

SPECIAL OFFERS FOR ANNUAL PASSHOLDERS

In addition to discounted tickets, our Passholders can take advantage of some opportunities just for them for this year's Halloween Horror Nights:

- Passholder Halloween Horror Nights 2017 Hotel & Ticket Package
- Passholder Exclusive Pin ($7.95 plus tax)
- Passholder Exclusive T-Shirt ($24.95 plus tax)
- Halloween Horror Nights Early Access†
- Halloween Horror Nights R.I.P. Tour Discount

Restrictions apply; visit uKNOW on myUO for complete details.

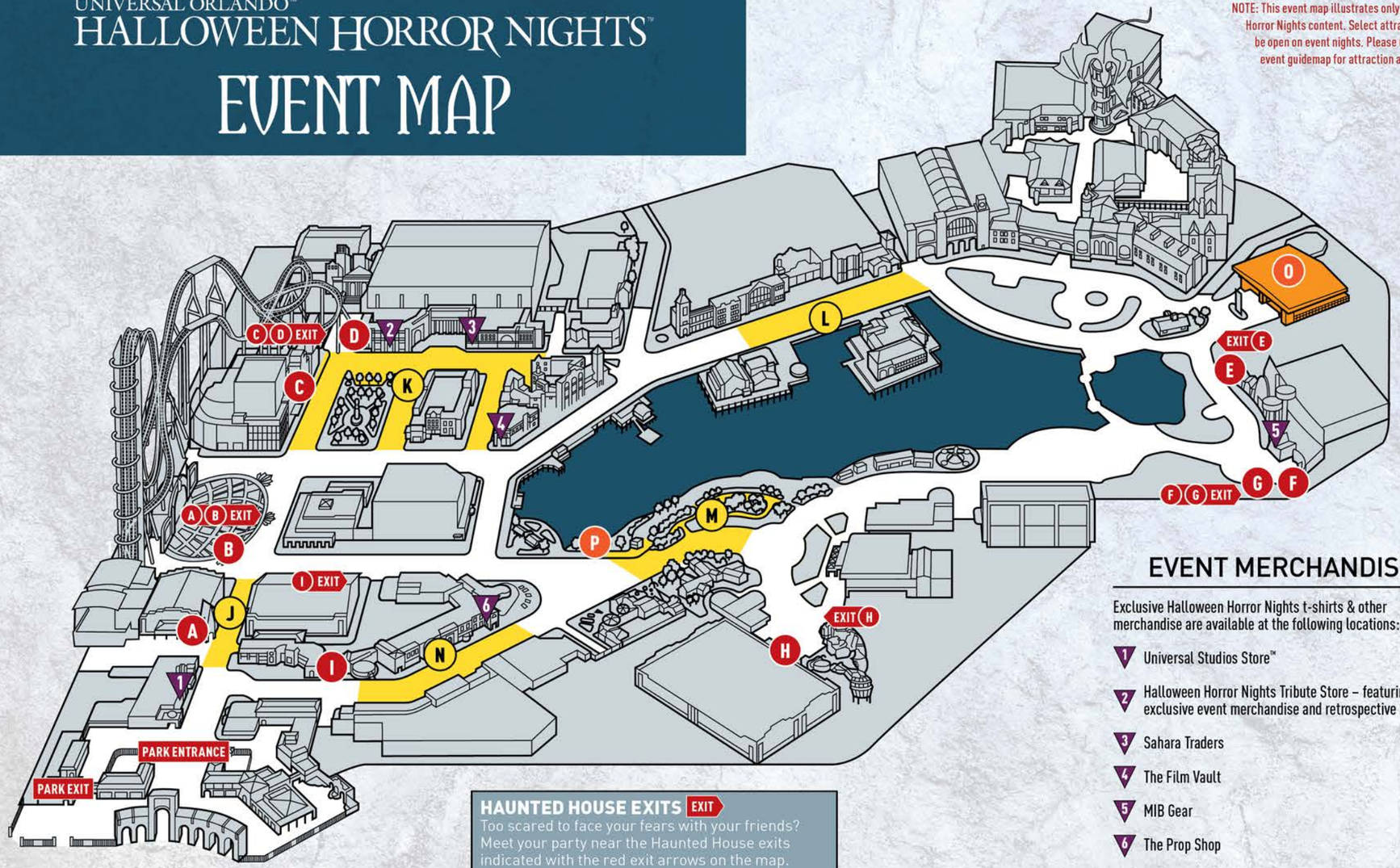
†Valid for Passholders and one (1) guest on September 15, 16, 22, & 23, 2017 from 5:30-6:30pm (valid Annual or Seasonal Pass, photo ID, event RSVP confirmation, and Halloween Horror Nights event ticket required). Passholders and guest will be able to experience early access to Universal Studios Florida for the Halloween Horror Nights event through an exclusive entrance, early access to three (3) designated haunted houses and early access to the FIRST performance of Bill & Ted's Excellent Halloween Adventure. Food and drinks will also be available for purchase.

UNIVERSAL ORLANDO™

HALLOWEEN HORROR NIGHTS™

EVENT MAP

NOTE: This event map illustrates only Halloween Horror Nights content. Select attractions will be open on event nights. Please refer to the event guidemap for attraction availability.



HAUNTED HOUSE EXITS EXIT
Too scared to face your fears with your friends? Meet your party near the Haunted House exits indicated with the red exit arrows on the map.

EVENT MERCHANDISE

Exclusive Halloween Horror Nights t-shirts & other merchandise are available at the following locations:

1. Universal Studios Store™
2. Halloween Horror Nights Tribute Store – featuring exclusive event merchandise and retrospective museum
3. Sahara Traders
4. The Film Vault
5. MIB Gear
6. The Prop Shop

Halloween Horror Nights merchandise is also available at event cards throughout the park and Universal CityWalk™.

SCARE ZONES

J ALTARS OF HORROR
Enter the nexus of evil, where all the most fearsome characters and nefarious creatures from each of the Halloween Horror Nights™ haunted houses lie in wait.

K THE PURGE
The Purge has returned to Halloween Horror Nights™ and overrun New York. No one is safe. Be a part of a proud American tradition. United we purge.

L INVASION!
The year is 1955, and a UFO has crased onto the wharf. Their goal: to conduct experiments upon you to prepare to invade Earth.

M TRICK 'r TREAT
Break the rules. Pay the price. That's the murderous moral of the five twisted stories in Trick 'r Treat: There are Rules, a darkly hilarious tribute to Halloween.

N FESTIVAL OF THE DEADLIEST
The dead are throwing a hell of a Hollywood party and you're invited. Your spirit will fuel the frenzy of this ghoulish gathering.

SHOWS

O BILL & TED'S EXCELLENT HALLOWEEN ADVENTURE PARENTAL ADVISORY

After 26 years of Excellent Halloween Adventures, Bill and Ted are bringing their Farewell Tour to Halloween Horror Nights.

VIDEO RECORDING AND PHOTOGRAPHY ARE STRICTLY PROHIBITED DURING THE SHOW.

American Sign Language interpreters available FRIDAY EVENT NIGHTS ONLY. Guests should see an attendant 30 minutes prior to show time to utilize the reserved seating for interpreter viewing.

P ACADEMY OF VILLAINS: AFTERLIFE PARENTAL ADVISORY

Witness the intense and shocking dance performance of this world-class group of artists as you discover what happens after we leave this life.

HAUNTED HOUSES

A AMERICAN HORROR STORY™
Experience three horrifying stories in one disturbing house as a deranged cast of characters seek not only your life, but your soul.

B STANLEY KUBRICK'S THE SHINING
The visually intense psychological thriller is now the most terrifying haunted experience imaginable.

C THE FALLEN
You're about to be caught in the crossfire of the eternal war of light versus dark. No one is safe.

D DEAD WATERS
Enter a pestilent swamp that oozes evil, the hellish realm of the Voodoo Queen. If you fail to escape, you're in for a gut-wrenching sacrifice.

E THE HORRORS OF BLUMHOUSE
From the deranged filmmakers behind *Insidious*, *Sinister* and *The Purge* comes the Horrors of Blumhouse. They've all come back to haunt you.

F HIVE
The crumbling house on 19 Hemingway Lane harbors a nest of bloodthirsty vampires. If you awaken them, you will face a savage, bestial hunger.

G SCARECROW THE REAPING
At a long-abandoned Depression-era farm, vengeance takes root, and the only harvest that will be reaped is you.

H ASH VS EVIL DEAD
You'll howl with terror and laughter as you witness Ash battle demons and deadites armed with his fueled chainsaw.

I SAW
The traps are set. All that's missing is you. The Jigsaw killer has returned to torment you with his twisted take on poetic justice.

SHARE THE SCARES #HHN27

WARNING EVENT MAY BE TOO INTENSE FOR YOUNG CHILDREN AND IS NOT RECOMMENDED FOR CHILDREN UNDER THE AGE OF 13. NO COSTUMES OR MASKS ALLOWED.

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American Horror Story ™ & © 2017 Twentieth Century Fox Film Corporation. All rights reserved. THE SHINING and all related characters and elements © & ™ Warner Bros. Entertainment Inc. (s17) The SAW films and Ash vs Evil Dead ®, TM & © 2017 Lions Gate Entertainment Inc. and related companies. All Rights Reserved. © 2010 Alliance Films (UK) Limited, © 2013 Alliance Films (UK) Development Limited, © 2015 eOne Films Insidious 3 Limited, © 2017 SPWAI. All Rights Reserved. © 2012 Alliance Films (UK) Limited; © 2015 Alliance Films (UK) Sinister 2 Limited. All Rights Reserved. The Purge © Universal Studios. All rights reserved. © Legendary 2017. Bill and Ted's Excellent Adventure characters and images TM & © 1989, 2017 Creative Licensing Corporation. All rights reserved. Universal elements and all related indicia TM & © 2017 Universal Studios. All rights reserved.

BRAVO

AWARD WINNERS

BRAVO recognizes and rewards overall excellence in job performance and is celebrated on a monthly basis for outstanding hourly or non-exempt Team Members. BRAVO Award Winners receive a $100 award check, a preferred parking spot for the month, and a UO Gift Card! Further information regarding this program is available through your HR Manager or department leader. Congratulations to this month's winners!

Mindi Burns
Health Services
UOR

Dave Kessluk
Health Services
UOR

Amy Brinkle
Attractions Operations
IOA

Erica Landis
Human Resources
UOR

William Felix
Attractions
USF

Yesiana Nelson
Atractions Operations
USF

Brent Bauman
Technical Services
UVB

Grant Garoutte
Technical Services
UOR

Gisel Arias Cordova
Merchandise
Resorts

Samantha Williams
Merchandise
IOA

Jordan Sanders
Merchandise
USF

Alexandria Buono
Park Services
USF

Lauren Hamm
Entertainment
USF

Emily Shaw
Entertainment
USF

Luis Rivera
Food & Beverage
CW

Sasha Moral
Food & Beverage
CW

Lucas Gonzalez
Food & Beverage
IOA

Charles Hanchett
Food & Beverage
USF

Lynda Lamar
Food & Beverage
USF

Travis Crites
Food & Beverage
UVB

Angel Lisboa
Entrance Operations
UVB

Bill Mears
Entrance Operations
USF

Aaron Bass
Entrance Operations
IOA

Alan Hirschman
Marketing & Sales
UOR

Harold Gonzalez
Shared Services
UOR

SEPTEMBER 2017

To learn more about Universal Orlando's Team Member recognition programs, visit **UOTeam.com/recognition**

Excellence in LEADERSHIP

UNIVERSAL ORLANDO

The prestigious Excellence in Leadership Award recognizes salaried Team Members below the Director level who show outstanding leadership skills critical to the success and development of Team Members and the business of Universal Orlando Resort™. These Team Members were selected by their division's leaders based on these skills and how well they live the UO Values and role-model our world-class service behaviors.

Nicholas Allard
Security

Teresa Crews
Marketing & Sales

Erika Del Rio
Entertainment

Kristin Donovan
Finance

Stephanie Fleischer
Revenue Operations

Rich Gassett
Parks Technology

Lisa Hemmer-Gray
Merchandise

Jaime Hernandez
Park Services

Amanda Lougheed
Marketing & Sales

Lloyd Lowe
Administration

Robert Martinez, Sr.
Food & Beverage

Moira Oliver
Human Resources

William Orenzow
Technical Services

Michelle Pina Otero
Entrance Operations

Daniel Shaw
Entertainment

Kerry Tausch
Technical Services

Katherine Tower
Attractions Operations

Steve Wehr
Food & Beverage

Lisa Whelan
Merchandise

Timothy Williams
Park Services (UVB)

Calvin Yerke
Technical Services

Emily Young
Merchandise (UPR)

KNOW SOMEONE WHO DESERVES TO BE NOMINATED FOR THE EXCELLENCE IN LEADERSHIP AWARD?

To nominate a candidate, pick up a nomination form from Team Member Services or from your Human Resources Manager. Be sure to return your completed nomination form to your Human Resources Manager by October 28 to have your candidate considered for next quarter's awards.

Around Our Universe

NEWS & NOTES

The Voice Returns

NBC kicks off their Fall Lineup with Season 13 of ***The Voice.*** The three-time Emmy®-winning and #1 unscripted series is back to inspire, excite, and crown the best! Superstar **Miley Cyrus** returns with her unique spirit and undeniable talent just as the extraordinary Grammy®, Golden Globe®, and Oscar®-winning **Jennifer Hudson** joins the coach family.

Never to be outshined, the original "bromance" continues with **Adam Levine** and **Blake Shelton.** Add that to the truly innovative and groundbreaking social presence that promotes unparalleled fan engagement, and it's easy to see why The Voice remains the most-watched unscripted show on television.

Premiere:
Monday, September 25, 8pm
Airs:
Mondays, 8pm-10pm &
Tuesdays, 8pm-9pm

NBC

NOTICE: Team Member Parking on September 28

On Thursday, September 28, a special event will require the use of an open-air section of the main Team Member parking lot to accommodate the shuttle busses that will be on property. ***The following parking restrictions take place on Thursday, September 28:***

- **Team Members who will leave work before 4:00pm on event days will be directed to park in open-air sections of the parking lot near the Vienland Road entrance. Vehicles may be towed if they remain in these spaces past 4:00pm.**
- **Parking and Security will be actively directing Team Members to specific parking spots, similar to the way guests are parked. Team Members will not be able to select their own parking space.**
- **Team Members who will leave work after 4:00pm will be directed to the TeamPark garage.**
- **Team Members should allow an additional 30 minutes whether coming into or leaving work as new traffic patterns may cause delays.**
- **The Vineland Roaddentrance to the Team Member parking lot will close at 6:00pm.**

New ARNP Joins TeamCare

Florida Hospital Medical Group at TeamCare Welcomes
Lauren Machamer, ARNP

Please join TeamCare in welcoming Lauren Machamer, an Advanced Registered Nurse Practitioner (ARNP). Lauren completed her Masters of Nursing at Simmons College in Boston, Massachusetts. In partnership with Dr. Asbury, Lauren will utilize her extensive experience in women's health, family planning, and primary care practice to examine patients, identify health risk factors, and treat chronic conditions. Lauren is a mom to three children and a labradoodle named Hershey. Lauren is excited to be a member of the TeamCare staff and is now available to see current and new patients.

TeamCare, managed by Florida Hospital Medical Group, provides UO Team Members with a convenient onsite location for health screenings, preventive care, diagnosis and treatment of chronic illnesses, non-work related urgent care, and direct access to high level specialists, if referrals are needed. In addition to convenience, TeamCare accepts UO's Cigna medical coverage at a reduced co-pay. If you have other insurance, check with the TeamCare staff prior to your visit to determine if your insurance plan is accepted. Payments are due at the time of service.

Need to cancel your TeamCare medical appointment?

Please call at least 2 hours ahead of your scheduled appointment. Your fellow Team Members will appreciate your courtesy as this may allow them to take advantage of the cancellation.

Arrival Time for TeamCare Appointments

All patients are asked to show up for their appointments at least 15 minutes ahead of schedule for your appointment. If you are visiting TeamCare for the first time, you will be asked to complete a New Patient Packet which will take approximately 20 minutes. You can expedite this process by completing the packet prior to your scheduled appointment.

401(k) Day
Friday, September 22
7:00am - 3:00pm
Wardrobe Hallway

Dont Miss 401(k) Day on Friday, September 22

Plan for your future with Universal Orlando's 401(k) Retirement Plan on Friday, September 22 in the Wardrobe Hallway! Join the Benefits team to learn more about the program, visit with the 401(k) Kid, and play a game to enter a prize drawing!

Plus, an Ayco representative will be available to offer information about their free, confidential counseling and digital tools to help you grow your finances. **Ayco can help you:**

retire your way • manage your investments
make your money work for you • plan for life
maximize your Universal Orlando benefits • and more

Health Fair and FREE Flu Shots Return October 11

UNIVERSAL ORLANDO team member health fair 2017

Mark your calendars! The 2017 Team Member Health Fair is set to return on Wednesday, October 11. The annual Health Fair is your opportunity to learn more about health programs and community resources to help improve your well-being and quality of life. Over 35 health experts and vendors will be available to answer your health-related questions. Plus, don't miss your chance to enter a variety of prize drawings and take advantage of:

Team Member Health Fair
Wednesday, October 11
7:30am - 2:00pm
Soundstage 33

FREE Flu Shots: Flu season is just around the corner - protect yourself with a free flu shot. Flu Shots will be administered at the Health Fair on a first-come, first-served basis.

FREE Screenings: A1C (diabetes) and Bone Density

For more information about this year's event, contact the Benefits Department at 407-363-8035 and stay tuned to the next issue of ***UO News.***

Perks & Play

UOTMS
Universal Orlando Resort™ Team Member Services

APPRECIATION

Enjoy a FREE Viewing of *The Shining*

Step back in time with this classic film and experience the tide of terror that swept America! Come see what all the scares were about! **Registration begins at noon on Monday, September 18 at UOTeam.com.**

***The Shining* - FREE Viewing**
Thursday, September 21
7:00pm / CityWalk AMC Universal Cineplex
Current UO Team Members only, plus one guest

ACTIVITIES

Registration is required for all Activities - sign up in the Team Member Services Room in B-111.

The Escape Game
Wednesday, September 20
6:30pm
International Drive
$20 per Team Member / 1 guest allowed

The Escape Game
Solve a series of puzzles using clues, hints and strategy to escape the room! Grab your coworkers and friends to join the fun.

Paintball Night
Your Paintball Night admission includes: 100 paintballs, top-of-the-line semi-auto gun, safety mask, all-day-air, admission to all indoor/outdoor fields, and a FREE slice of pizza!

Paintball Night
Monday, September 25
7:00pm
Orlando Paintball
$10 per Team Member / guest welcome

Universal Orlando Fun Run

Registration is now open for the **2nd Annual Universal Orlando Fun Run 5k** through both Universal Studios Florida and Universal's Islands of Adventure Theme Parks on December 2. The run begins at 6:00am and will have lots of fun surprises in store!

The Fun Run is open to Universal Orlando and Loews Hotel Team Members, 3rd Party team members, Annual Passholders, and their friends & family – all ages are welcome.

New this year: **TEAMS!** Register as an individual or a team. Special prizes go to the largest team. For details or to register, visit **UOFunRun.com** today!

UO Fun Run 5K ▪ Saturday, December 2 / 6:00am ▪ Register: UOFunRun.com

Have You Checked Out the Team Member Savings Spotlight Lately?

New discounts and special limited-time offers are added frequently, so visit the Savings Spotlight on **UOTeam.com** often to stay up to date on the latest and greatest deals!

Remember: Universal Orlando™ does not necessarily endorse the business products or services offered in the Savings Spotlight. The discounts offered should be compared with sales in effect at the time you are prepared to make a purchase. Prior to conducting business, you should identify yourself as a Universal Orlando™ Team Member and indicate that you are seeking the discount

QUICK CUTS

Share Your Celebrations

- Congratulations to **Paulette Prince** from Marketing & Sales and Henry Prince - the couple celebrated their 25th wedding anniversary on September 5.
- Congratulations to **Tom Evans** from Pass Sales and **Becki Evans** from Food and Beverage - the couple celebrated their 29th wedding anniversary on September 10.
- Congratulations to **John Schumann** and **Laurel Schumann** from Entertainment - the couple celebrate their 10th wedding anniversary on November 10.
- Congratulations to **Addison Bryan** from Guest Services and Kimiko Tsuji on their recent engagement.
- Congratulations to **Sandra Gutierrez** and **Gabriel Cruz** from Technical Services on their recent engagement.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Team Member Grill Hours During HHN Event Nights

Team Member Grills have adjusted their schedules to accomodate our extended hours during Halloween Horror Nights.

Please be advised of the following hours on Halloween Horror Night event nights. Operating hours during non-event nights will remain the same.

Backlot Bistro
6:30am - 3:30am

IOAsis
8:00am - 11:00pm

Exchange Cafe
8:00am - 9:00pm (Weekdays)
10:00am - 9:00pm (Saturday & Sunday)

Reminder: Celebrate Your Birthday with a FREE Meal!

UO Team Members are invited to participating Team Member Grills during the month of their birthday to enjoy a meal courtesy of UO (up to $5 in value).

Just show your ID at the register and explain that you're claiming a birthday meal!

Team Member Milestones

Congratulations to all Team Members Who Are Celebrating Their Anniversary with the Company in September!

25 YEARS

Finance
Erika Delaney

Technical Services
Rafael Loret De Mola

20 YEARS

Entertainment
William Henley
Charles Raucci

Food & Beverage
Julie Duff

Human Resources
Stefanie Davis
Michael Silver

Marketing & Sales
Ronald Cohen
Daniel Donovan
Tammy Gustafson
Michelle Mayo

Technical Services
Adam Krawchuk
Russell Roberts
Glenn Sharp

15 YEARS

Entertainment
Maria Alberti
Gregory Hemmann
Nicholas Herrera
Ariana Morabito
Enderlee Paris
Nick Wolfe
John Wright
Brian Wynne

Food & Beverage
James Hartnett
Ray Martin

Human Resources
Erin Leiba

Marketing & Sales
John Palmer

Parks Services
Edward Cole

Security
Samuel Gutierrez
Gary Hoepfner

Technical Services
Phillip Renghia
Frederick Talton

Universal Creative
Cheryle Devine

10 YEARS

Attractions Operations
Christopher Eatough
Kelly Phan

Entertainment
Patrick Buckley
John Chive
Paul Colon
Sarah Dobbs
Bradford Gorton
Melissa Kilpatrick
Travis Kirkland
Grace Kreeger
Elizabeth Murff
Hector Serna II
Jessica Sines
Anthony Smith

Entrance Operations
Maribel Arrigui

Finance
Kimberly Katz

Food & Beverage
Manuel Chipayo
Joandy Diaz
Matthew Greer
Valarie Jirsa
Marcia Johnson
Patricia Karaktin
Shawn Kelly
Leslie Lebron
Jason Miller
Molly Myers
Eloy Pedraza
Yvrose Ulysse
David Wize

Health Services
RoseMarie Slade

International Operations
Gary Waechter

Merchandise
Debra Albright
Christopher Klaczko
Divya Patel
Catharine Roggio Laughton

Parking & Transportation
Kenneth Norton

Park Services
Jenieve Armstrong
Yahaira Lopez

Revenue Operations
Douglas Littrell

Security
James Fern
Tonya Smith
John Stephens II
Jessica Whitener

Universal Creative
Stanely Walker

5 YEARS

Attractions Operations
Andrew Bosch
Alyssa Gale
Erica Gipson
Dulce Marrero
Shabeli Molina-De Jesus
Courtney Plowden
Melissa Santospirito
Joshua Turner

Entertainment
Christopher Barra
Adam DelMedico
Eric Earley
Shadrac Jeune
Charles Mitchell Jr
Aaron Murphy
Serena Paape
Greyson Pendry
Natale Pirrotta
Patrick Porter
Sergio Vega
Allyssa Yost

Entrance Operations
Sean Burton

Event Operations
Rick Fortner

Finance
Mallory Hunt

Food & Beverage
Amber Belko
Desiree Justus
Dale Reece
Natalia Rios
Melvin Wren

Marketing & Sales
Lizabeth Ausherman
Steven Natale
Amy Walthall

Merchandise
Raul De Leon
Lillian Moir
Joann Ramdass
Richelande Souverain

Park Services
Cliff Erickson
Steven Kortlever
Ryan Norris

Security
Jarame Turner
Dustan White

Technical Services
Brandon Kisling
Thomas Wilkins
Eric Wissenbach

Universal Creative
Paul Batt
Gloria Chliyah
Charles Hutchinson

Wardrobe
John Samlall

A Look at Our 2017 Team Member EXCLUSIVE Preview

Team Members faced their fears at the Exclusive Preview of Halloween Horror Nights 2017 on Wednesday, September 13. A special thanks to all of the Team Members that worked the event to make it possible for others to enjoy. Congratulations on a terrifying technical rehearsal!

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uonews

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